



Online Ticketing System

“Reach us ..



One of the main objectives we have at UITS is to improve our response time regarding requests and complaints. Therefore, whether you have problems with your PC, have forgotten your password, or if you are facing any problems with any IT Services provided by UITS, the new “Online Ticketing System” will be the place to go. It provides the UAEU community with another way to communicate with us.

The Online Ticketing System is part of “BMC Remedy Service Desk”, which is an Incident Management application used by UITS for managing all our requests and services. The Remedy Incident Management application is based on ITIL Standards for incident management. It serves as the focal point for connecting our IT Helpdesk and our “end-users” - yourselves! Once an end user opens a ticket using this system, a pre-set process will start automatically. This process will first notify our Helpdesk team, and in turn they will analyze the request and assign further tasks to IT units as required.

Who will be able to use Online Ticketing?

All faculty members, staff and students will have the ability to initiate a new incident and track existing ticket status for requests already made.

How to access to Online Ticketing system?

You can reach the system by browsing to (<http://myremedy.uaeu.ac.ae>) and logging in with your UAEU Email account and password details.

The Online Ticketing System provides end users with:

- **Simplicity** - web-based, reliable, & user-friendly.
- **Prompt Problem-Solving** - troubleshoot user's issues on time.
- **Tracking Monitor** - check the progress of your request.

How to Use Online Ticketing System?

Assigning an incident starts by clicking on the “Create a New Request” button , then:

1. go to the “**Summary**” field and enter a brief description of the request/complaint, or select from the drop down menu .
2. More details can be inserted in the “**Notes**” field such as Faculty, phone number, or office location .
3. The “**Add attachment**” option allows the user to attach any file which will help us to find out what the problem is to fix it .
4. Finally, the user can then submit the request by clicking on the “**Save**” button. He or she will then receive a notification email, which will include the Incident Reference Number.

After the request or problem has been resolved, we will send you follow up email. This email message is to help us monitor service quality and to get feedback from you in terms of your satisfaction with the process, response times etc. With your participation, responses to these follow up emails will help us to improve our services and to better serve our customers - yourselves!

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